



Government's Partner in
Achieving Results
Mollie Anderson, Director

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Customer Focus is a bi-monthly update for department management teams from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at Laura.Riordan@iowa.gov. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 3 ISSUE 4

JULY/AUGUST 2006

West Capitol Terrace Project begins

Friday, June 16 marked a turning point in a long-awaited project for the Capitol Complex and the city of Des Moines. Ground was officially broken for the West Capitol Terrace project, which is going to transform the parking lots directly west of the Capitol Building into a park-like public sanctuary for everyone to enjoy. Talks with the city of Des Moines about this concept have been in the works for several years.

Parking lots 7 and 8 were permanently closed July 1, with their removal planned for mid-July. Progress on the WCT is expected to advance quickly. Phase I of this project, which includes removal of the asphalt lots and installation of the Central Plaza of the park, is to be completed by June 2007 — just in time to serve as the finish line of the 2007 Hy-Vee Triathlon, an Olympic-qualifying race that will bring people and press from around the world to Des Moines.



Breaking ground for the West Capitol Terrace project are (left to right): Senator Mary Lundby; Karen Polking, Capitol Planning Commission; Sarah Oltrogge, Historic East Village Board; Mollie Anderson, DAS Director; Mayor Frank Cownie, Des Moines; Lt. Governor Sally Peder-son; Tim Leach, Downtown Community Alliance; Senator Jack Hatch; Brian Clark, project's landscape architect; Cyril Mandelbaum, Governor's Property Management Advisory Committee; and John Connors, GSE Customer Council.

FY08 proposed utility rates — opportunity to comment

DAS' four Customer Councils (GSE, HRE, Technology and I/3) have set proposed FY08 rates for utility services. These rates were communicated to agencies in a June 30, 2006, memo sent via e-mail. A copy of that memo with rate information is also available on our website: <http://das.iowa.gov>.

Of the 23 utility services provided by DAS, only six will see an increase from FY07 to FY08. Nine services will see a reduction in their rate, and two more will stay the same as FY07. The final six services are billed as allocations (rather than rates on a per-FTE, per-square foot, etc. basis). Reductions were also seen in some of the allocated areas.

The month of July marks a 30-day comment period during which customer agencies are encouraged to ask questions and provide feedback about the proposed rates. The Customer Councils will take your input into consideration when finalizing the FY08 rates in August. Feedback can be given via the "[Submit Questions](#)" link on the [DAS home page](#). The last day to provide comments is Monday, July 31, 2006.

State purchases Des Moines Street property



The State of Iowa has purchased the property and house at 1022 Des Moines Street – formerly the “Capitol Grounds” coffeehouse. Future plans for the property are being discussed, and include possibly using the house as a meeting space until it’s torn down to make room for more parking, or possibly a new state office building.

There are many infrastructure-related projects in the works on the Capitol Complex, thanks to appropriations received from the Legislature last session. Look for updates and more information soon on the two new state office buildings that will be added to the Complex, the West Capitol Terrace project (see the cover of this newsletter), a visitors’ center, and more!

New lodging rate of \$50/night goes into effect

Beginning July 1, 2006, the State will reimburse employees up to \$50 per night for in-state overnight lodging. The previous rate was \$45/night. Any separate charges made by a lodging facility for radios, television, telephone and other similar items are reimbursable and are not to be considered part of the basic room charge when considering reasonable maximum lodging rates.

Employees are to seek lodging facilities whose rates are within those prescribed. Prior approval by the

department head is required to exceed the maximum lodging reimbursement rate except in the following instances: there is only one lodging facility in the city; employee is attending an in-state conference being held at a lodging facility, which is above the State rate, and they stay at the facility where the conference is being held; or if the employee is staying in a town where there is a major event that limits available rooms in that city.

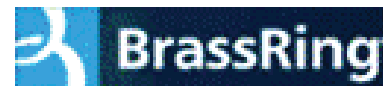
In these three instances, to be con-

sidered for reimbursement over the defined maximum allowed (\$50/night), a reasonable explanation for the additional lodging reimbursement must be attached to the travel claim. Please remember that original receipts for lodging must be submitted in order to receive reimbursement.

For more information on this and other travel/reimbursement policies, go to http://das.sae.iowa.gov/internal_services/210_travel.html.

Launch of BrassRing a success!

The new applicant tracking system, BrassRing, is off to a good start after its launch on June 26. Since then, there have been 74 job requisitions (vacancies) posted by agencies, 63 of which were open as of July 7. This is approximately the normal number of vacancies seen before BrassRing; therefore, it seems agencies are having no major problems getting vacancies posted to the new system. We have had about 936 applications submitted in the two weeks of operation of the new system.

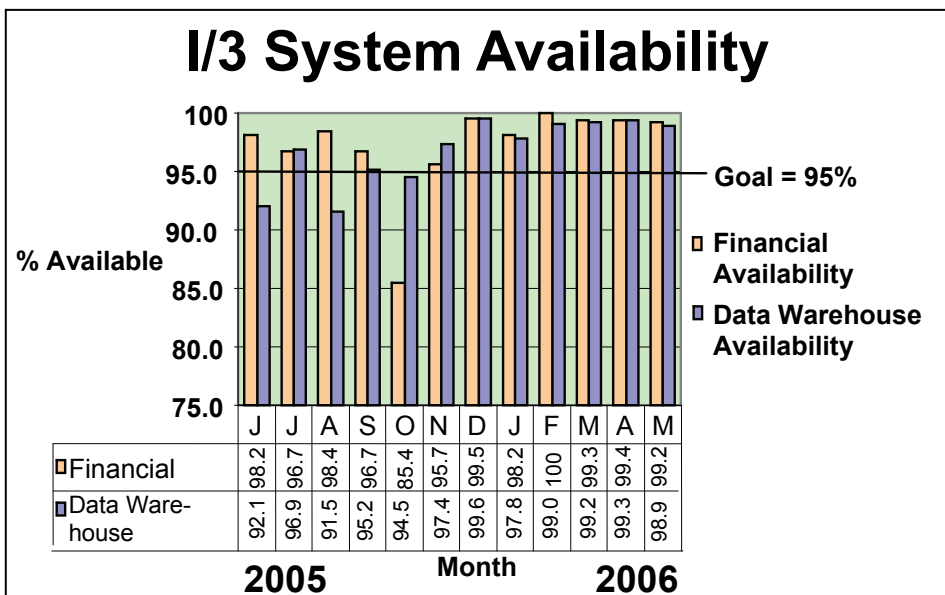


For more information on the new BrassRing system, go to http://das.hre.iowa.gov/state_jobs.html.

I/3 Update

DAS is continuing to work on making improvements to the I/3 system. Recent reports show that the system has been able to maintain a high rate of system availability, meaning that the system is available during the hours it's supposed to be available. The I/3 team's next goal is to increase the quality of performance of the application, so that it's working more consistently and efficiently for customers.

In June we began implementing a new desktop reporting tool — the I/3 Reporter — that allows users to quickly and efficiently report any performance problems they experience while using I/3. The tool takes a screen shot of the user's computer when the reporting tool is opened, which allows the appropriate staff to see exactly what the user sees when



the problem occurred. The I/3 Reporter also notifies the appropriate I/3 and ITE personnel, improving the efficiency of problem resolution. By having a way to record and track performance problems, staff will

have better information to analyze problem areas and work on improving them.

If you have any questions, please contact [Lori McClannahan](#) (515-281-3206).

New E85 & Biodiesel Stations

The Iowa Administrative Code requires state employees driving State E85 vehicles to fuel up with E85 fuel whenever possible. If the driver is not close to an E85 station, they are to purchase only enough gasoline to get them to the next E85 station. For more information, [click here](#) or call 515-281-5122.

The following stations now sell E85 or biodiesel at their locations:

E85 Stations

- Price Oil — 302 5th, Durant
- Star Energy — 105 Garfield Ave, Farnhamville
- Star Energy — 2 North 27th St, Ft. Dodge
- Fuel Time — 426 4th Street, SW, Mason City
- Star Energy — 200 Main St, Paton
- Star Energy — 1207 Main St, Roelyn
- Fuel Time — 203 Saints Avenue, St. Ansgar
- Kum & Go — 141 S. Jordan Creek Parkway, West Des Moines (located on the west side of Jordan Creek Mall)

Also, the two stations in Orange City and the stations in Lake Mills and Northwood have discontinued the sale of E85 until they can upgrade their pumps to be

compatible with E85. Funding will be available in July, so we are hopeful these stations will be able to offer E85 in the near future.

Biodiesel Stations

B10, a blend of 10 percent soy biodiesel and 90 percent diesel, is now available at the following Krueger BP Amoco stations:

- 5120 NE 14th Street, Des Moines
- 640 SW 9th Street, Des Moines
- 11304 NW 54th Avenue (Hwy 141), Grimes

For a complete list of stations in Iowa that offer soy biodiesel blends, visit: <http://www.iasoybeans.com/checkoff/biodiesel/b2atpumpcounty.html>.

Biodiesel can be operated in any diesel engine with little or no modification to the engine or the fuel system. Biodiesel has a solvent effect that may release deposits accumulated on tank walls and pipes from previous diesel fuel storage. The release of deposits may clog filters initially and precautions should be taken. Ensure that only fuel meeting the biodiesel specification is used. For more information, visit: <http://www.biodiesel.org>.

DAS Recognized as CIO 100 Award Honoree

The Department is one of one hundred innovative organizations to be honored

CIO magazine recently announced the selection of the Iowa Department of Administrative Services as a recipient of the 2006 CIO 100 award. The annual award program recognizes organizations around the world that exemplify the highest level of operational and strategic excellence in information technology (IT).

According to Abbie Lundberg, Editor-in-Chief of CIO magazine, "Year after year, the CIO 100 Award recipients serve as industry role models for business and IT excellence. This year's winners are particularly remarkable for their ability to translate IT innovation into business value and solid ROI [return on investment]."

"To receive this prestigious recognition is an honor for the team that completed the new application," said

John Gillispie, Chief Information Officer for the state of Iowa and Director of the ICN.

"We are honored that DAS has received this award from CIO magazine," said Governor Vilsack. "It has validated the challenging work state employees were faced with in implementing an entirely new concept to state government — operating their 'business' like an entrepreneur would, taking a customer-focused approach to delivering services in a competitive marketplace. Iowans expect results from state government, and we take that responsibility very seriously."

About CIO 100

Recipients of this year's CIO 100 award were selected through a three-step process. First, companies filled out an online application form

detailing their innovative practices in both business and IT. Next, teams of CIO magazine editors and writers reviewed the applications in depth, looking for unique practices and substantial results. Finally, the teams met for a day-long meeting to debate the merits of each nominee and vote on the final 100. To provide a vision of ever-changing business trends, the focus of the CIO 100 changes annually.

The 2006 CIO 100 awards will be presented on August 22 at the conclusion of the eighth annual CIO 100 Symposium® and Awards Ceremony.

For more information, visit <http://www.cio.com/archive/081506/winners.html> and <http://www.das.iowa.gov/>

The DAS Move to become more efficient & streamlined

In an effort to further streamline our services, DAS took advantage of a unique opportunity to move most of our employees to the Hoover Building. We feel this will further our mission to make our processes even more efficient and to create a 'one-stop shop' for our customers.

The combining of departments in 2003 to form DAS left the Human Resources Enterprise (formerly the Department of Personnel) in the Grimes Building. After their move in early June, HRE now resides on the Hoover Building's "A" Level, joining GSE, ITE and the Director's Office and Finance staff already in the building. Most of the Capitol Complex Maintenance (CCM) staff is in the Maintenance Building, and the Design & Construction team will be

joining them there shortly.

As a result of the just-completed move of DAS-HRE to Hoover Level A, job applicants are now coming to our new location. Signs are still posted at the Grimes building directing visitors to the Hoover Building.

The Performance & Development Solutions (PDS) training rooms also moved to the Hoover Building. The new training rooms — situated within the DAS Conference Center on the A Level — are slightly larger in size, and the Hoover Building location provides more convenient parking options for participants.

We hope you'll find this move helps us serve you better. Below are new addresses for DAS. All phone and fax numbers remain the same.

NEW ADDRESSES:

DAS Director, Executive Secretary,
Strategic Partnerships Director
(Mollie Anderson, Jan Olson and
Pat Deluhery) and Core staff
(Legislative Liaison, Legal Counsel,
Marketing & Communications,
Finance)

Hoover Building, 3rd Floor
(effective May 30, 2006)

DAS - Human Resources Enterprise
Hoover Building, Level A
(effective June 6, 2006)

Design & Construction (DAS-GSE)
**Capitol Complex Maintenance
Building**
(effective end of July 2006)

News in Brief

New CFO at DAS

DAS is happy to welcome Lana Morrissey as our new Chief Financial Officer. Lana comes to state government from the private sector, having worked for companies including American Airlines and Ruan Transportation Management Systems. She replaces Denise Sturm, who left in April.

Customer Surveys

To keep us on-track as an entrepreneurial, customer-focused organization, DAS is required to conduct quarterly surveys of our customers. Results from the 3rd Quarter FY2006 (Jan.—Mar. 2006) survey conducted by Essman/Research is available [online](#) through the DAS website. Thank you to all those who took the time to provide us with valuable feedback.

DAS fund-raising efforts for the Food Bank reap big results

Thank you to all who participated or contributed to one of DAS' Food Bank fund-raisers this year! The annual Silent Auction raised \$2939.50, auctioning off everything from gift baskets and gift certificates to signed sports memorabilia and vacation retreats. A Book Sale raised another \$215.50, a Bake Sale brought in \$950.71, and an Ice Cream Social raised \$823.15! With the cash donated on top of that (\$383), the total amount raised was \$5,311.86. The Food Bank considers every dollar to be worth two pounds of food, so that means 10,623 pounds of food can be bought with that money! In addition to the monetary donations, 303 pounds of food items were also donated.

Many thanks to the organizers of these events: Pam Dickey, Lori McClannahan, Vicki Luptowski, Stefanie Hill, Tera Harrington and Nancy Williams, as well as everyone who volunteered. Also, a big 'thank you' to the CCM crew for picking up food donations from various Capitol Complex locations and delivering it all to the Food Bank. And, of course, much appreciation to all of you who donated an auction item, bake sale goodie, food or cash, or contributed by buying something!

New Wellness Website

The State of Iowa employee Wellness website has a brand new look, and lots of great information to help you achieve your Wellness goals! Some of the information that's now at your fingertips includes recreational opportunities, fitness centers that offer discounts to state employees, and nutritional information. You can find all of this and more at <http://das.hre.iowa.gov/wellness/index.html>.

Bike rack installed

A bike rack has been installed at the East Grand Office Park building, giving those who peddle to work a more secure spot to store their bicycle during the day.

Also, if you haven't been to East Grand Office Park in a while, you should swing by and check out their major landscaping project in the courtyard.

Capitol Complex Maintenance Activities

The custodial department is very busy this time of year doing our spring cleaning and summer sprucing up. There are window washers, carpet cleaners and power washers

on the Complex. If your building hasn't been scheduled yet, watch for upcoming notices.

This summer we have a building perimeter cleaner moving across the campus cleaning steps, sidewalks and docks. You will recognize him by the leaf blower and big blue barrel that carries all his equipment.

Conserving Energy on the Complex

Did you know that it's more energy-efficient to turn off fluorescent lights when they're not needed, rather than leave them on? People often think that they should leave fluorescent lights on and that switching them on and off wastes electricity. This was only true for very old fluorescent lights with old magnetic ballasts. With newer fluorescent lamps, you can switch them on and off just like regular incandescent bulbs without driving up electric bills. These lights and compact fluorescents use efficient electronic ballasts.

We are making available posters from MidAmerican Energy to agencies to post in conference rooms, break rooms, or other areas where lights could be turned off during the day. These posters remind people that turning off unneeded lights helps save energy, which in turn helps save money and the environment. These posters will be made available during the regular monthly meetings between GSE and facility coordinators.

Do you have a "Bright Idea" for saving energy on the Capitol Complex? Send it to energy@iowa.gov.

Files Fly in July — 2006

What is the "Files Fly in July" event?

The Capitol Complex is participating in an event to recycle paper products and recycle reusable office supplies such as binder clips, manila folders and 3-ring binders. Last year, 8.88 tons of paper were recycled.

Who is participating?

All state employees on the Capitol Complex are invited to take this opportunity to clean out files and documents or records that have exceeded their retention period.

When will this event take place?

On Wednesday, July 12 from 8 a.m. until 12 noon, the Capitol Complex Maintenance staff, Facility Coordinators and building volunteers will be collecting recyclable materials. Designated locations will be utilized for employees to bring their reusable office supplies such as binders, clips, folders and pens to be reused within their agency.

What can be discarded?

Employees must make sure that records they are discarding have exceeded the retention period required by law.

What does the law define as a record?

As state employees, we all bear the responsibility of managing records, all records - whether they are records that must be kept permanently or records that are kept for a pre-determined length of time and then destroyed. From meeting minutes to emergency operations plans to mailing lists, each record series has a record series retention and disposition schedule that indicates the length of time the records must be

held in the office before they can be destroyed by an agency, transferred to the State Records Center for a pre-determined length of time prior to destruction, or transferred to the State Archives for permanent retention.

Records are state property. All records made or received by or under the authority of or coming into the custody, control, or possession of public officials of the state in the course of their public duties are the property of the state and shall not be mutilated, destroyed, transferred, removed, or otherwise damaged or disposed of, in whole or in part, except as provided by law or by rule.

"Record" means a document, book, paper, electronic record, photograph, sound recording, or other material, regardless of physical form or characteristics, made, produced, executed, or received pursuant to law in connection with the transaction of official business of state government. Record does not include library and museum related material made or acquired and preserved solely for reference or exhibition purposes or stocks of publications and unprocessed forms.

Iowa Code Chapter 305 gives the State Records Commission the authority and responsibility to work with agency heads to develop records series retention and disposition schedules. These retention schedules describe the length of time records series of an agency or multiple agencies must be retained in active

and inactive status and provide authorization for a final disposition of the records series by destruction or permanent retention. In order to implement the approved retention schedules at the agency level, agency heads are responsible for appointing one or more records officers to be the point of contact with the state archives and records program. Every records officer has a copy of the state records manual which includes retention schedules for all state government records.

How do I know if something I have needs to be retained?

As you go through your files, ask your agency records officer(s) to assist you in using State Records Commission-approved retention schedules to assist you in determining:

- which records have not yet fulfilled their in-office retention requirements and therefore must be kept for a longer length of time;
- which records have fulfilled their in-office retention requirements and are eligible for transfer to the state records center;
- which records have fulfilled their in-office retention requirements and are eligible for transfer to the State Archives for permanent preservation; and finally
- which records have fulfilled their in-office retention requirements **and** can be destroyed directly from your office. If you have not already done so, we encourage you to recycle this category of records during "Files Fly in July."

If you have any questions, or for more information, please contact [Tony Pavon](mailto:Tony.Pavon@iowa.gov) (515-242-6570).



Dates to Remember

MEETINGS

Customer Councils

General Services Enterprise

July meeting cancelled

Friday, August 11, 9-11 a.m.

Hoover Level A, Conf. Rm. 7

Human Resources Enterprise

July meeting cancelled

Wednesday, August 9, 1:30-3:30 p.m.

Hoover Bldg, Room TBD

I/3 Interim Customer Council

July meeting cancelled

Thursday, August 10, 1:30-3:30 p.m.

Hoover Lvl B, Conf. Rms 2&3

Information Tech. Enterprise

Tuesday, July 11, 1-3 p.m.

Tuesday, August 8, 1-3 p.m.

Hoover Bldg, room TBA

For Customer Council
information:

http://das.iowa.gov/customer_councils/index.html or contact [Laura Riordan](#)

at 515-242-5038.



Technology Governance Board

Thursday, July 13, 3-5 p.m.

Thursday, August 10, 3-5 p.m.

Hoover Bldg, 4th Floor Conf Rm

Vertical Infrastructure Committee

Thursday, July 13, 10 a.m. — 2 p.m.

Thursday, August 10, 10 a.m.—2 p.m.

Location TBA

Capitol Planning Commission

July meeting

Date & Location TBA



Training Rooms

The PDS training rooms have recently moved from the Grimes Building to the Hoover Building! The new training rooms, situated within the DAS Conference Center on the A Level of the Hoover Building, are slightly larger in size, and the Hoover Building location provides more convenient parking options for participants. For information on how to find the new PDS training rooms, please visit the PDS Website - <http://das.hre.iowa.gov/LearnAtPDS/> - see *General Information – Maps to Training Locations*.

Training Tip: Temperatures in conference rooms are always unpredictable – steamy hot or frigidly cold – so, wear layers whenever possible!

PDS classes

This July and August, PDS will introduce several new training classes. New topics include, but are not limited to:

- Diversity awareness and customer service from an organizational perspective
 - ◇ Developing a Customer Focused Organization (August 2)
 - ◇ Managing Generational Differences at Work (August 3)
 - ◇ Building Departmental Communities: Managing Diversity at Work (August 22)

Recommended Audience: Executives, Managers, and Supervisors
- Becoming more aware of yourself and others through the use of online profiles
 - ◇ Time Mastery (July 25)
 - ◇ Dimensions of Behavior (August 10)

Recommended Audience: ALL staff members

For more information about **NEW** and existing PDS programs, please visit the PDS website - <http://das.hre.iowa.gov/LearnAtPDS/>.